AVAYA

Industry

Avaya Patient Appointment Reminder

Improving Patient Care, Resource Utilization and Revenue Generation

In today's digitally savvy world, good communication is no longer a nice to have; it's a fundamental necessity. With the volume of communication between healthcare systems and patients expected to increase over the next few years, it's essential for healthcare organizations to find the right communication solution.

One area where timely, proactive communication with patients is essential is appointment reminders during their care journey. Hugely expensive and massively frustrating, appointment "no-shows" are more due to patient forgetfulness than to lack of consideration or effort. Recent research shows that 76 percent of respondents worldwide would like their healthcare providers to remind them of their medical appointments[1]. Avaya Patient Appointment Reminder addresses key contact points through the care journey, helping to improve appointment attendance rates and proactively increase clinical productivity through business intelligence and proactive, automated notifications.

Benefits

Avaya Patient Appointment Reminder helps you meet these challenges by reducing no-shows and their impact on your clinical environment and bottom line.

Improve patient care and reduce wait times. Through intelligent and proactive notifications, Patient Appointment Reminder helps your patients stay informed so they miss fewer appointments and arrive prepared and on-time, avoiding unnecessary frustration. By improving patient attendance at scheduled appointments, Patient Appointment Reminder also helps reduce wait times for other procedures, making the patient experience more pleasant and supporting more effective care outcomes.

Reduce costs by improving resource utilization. By lowering the volume of missed appointments, maximizing appointment availability and reducing white space, Patient Appointment Reminder helps care teams and staff remain productive by caring for patients, and keeps equipment and facilities fully utilized. What's more, its automated, multi-touch notification capabilities allow you to use lower cost channels to remind patients, helping reduce your overall operational costs.

Recover lost revenue and increase new revenue. Patient Appointment Reminder can help reduce the volume of no-shows by up to 20% with automated reminder calls[4]. It also accelerates rescheduling of appointments and refilling of rescheduled appointment slots, thereby improving patient flow and minimizing lost revenue.

Patient Appointment Reminder

Contact flow
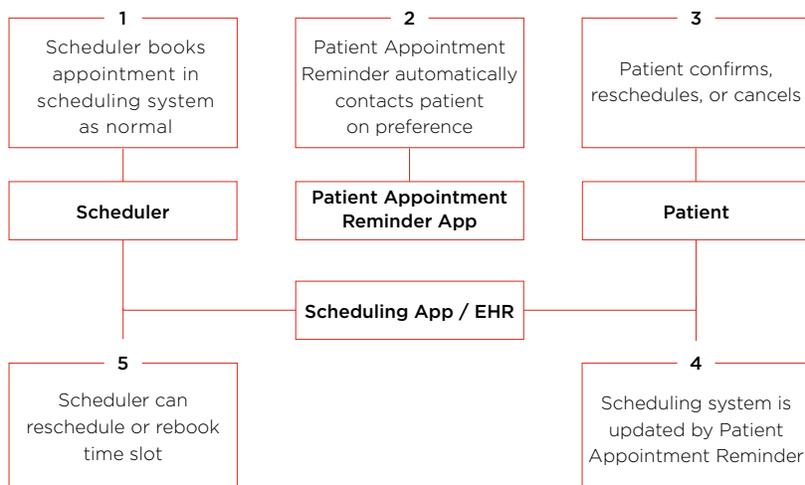
Proactive, Up to Date, Low Cost Reminders

Patient Appointment Reminder automates appointment notifications and handles patient responses by interacting directly with your existing patient scheduling system and contact center.

Dynamic and bi-directional. Real-time integration into EPIC*** provides immediate cancellation updates as appointments are rescheduled or moved to maximize appointment availability, preventing unnecessary manual patient contact and reducing white space.

Omnichannel and patient-friendly. User profiles enable you to deliver notifications to patients based on their personal preferences such as channel (SMS, email, voice) and time-of-day, to improve response rates and avoid unwanted communication. During the reminder interaction, patients receive special appointment instructions and can also transfer to a live attendant to get all the information they need.

Interactive and immediate. Patients can confirm or reschedule appointments during their reminder interaction. If they need to reschedule, they can be immediately and seamlessly routed to your contact center together with their associated patient and appointment information.

Patients can confirm or reschedule appointments during their reminder interaction.

Intelligent and prioritized. Each appointment slot specifies procedure type, location and resource requirements, simplifying the rescheduling process and helping you focus on the high cost procedures most impacted by no-shows.

Simple and measurable. Drag and drop workflows allow business users and administrators to make changes without relying on IT. The management dashboard simplifies administration and analysis by providing key performance metrics and ad-hoc reports through an easy-to-use, web-based interface.

Bundled. The Patient Appointment Reminder solution, including software licenses, EPIC connector***, as well as professional & support services, is available for purchase as complete package, at a single fixed price.

What's Inside

The Avaya Patient Appointment Reminder Bundle provides you with a comprehensive solution, including many services, to help you get the most out of your investment.

Avaya Aura® Experience Portal

Open standards-based self service platform for automating in and outbound speech and multimedia applications.

Proactive Outreach Manager (POM)

Agent based and automated outbound voice, email, or SMS text campaigns, allowing patients to immediately choose a self service option or interact with a live agent.

Dynamic Self Service (DSS)

Web administration tool for administrators and business users to create and manage self service in and outbound contact flows quickly, eliminating the need for coding every time a change is required.

Appointment Reminder Call Flow

Pre-defined Dynamic Self Service contact flow template that enables patients to confirm, cancel, or reschedule appointments.

EPIC Connector

Pre-developed integration into EPIC providing real-time, bi-directional access to scheduling information.

Support & Upgrade Advantage

Keeping your system running at optimal performance with our remote technical support, access to the Avaya Support Website, updates and fixes, and upgrades to the latest major releases if and when available, and Avaya Secure Access Link gateway to enable remote support.

Professional Services

Consulting, design, deployment, and configuration services to understand your needs and seamlessly integrate into EPIC (or another scheduling system at additional cost) and your contact center, allowing maximum return on investments.

Improving Patient Contact

By automating routine reminder and rescheduling processes, Patient Appointment Reminder helps you intelligently manage your scheduling-related resources and dependencies during pre-appointment contact. You can further increase revenue and improve patient flow by building on top of this foundational solution, for example:

Patient follow-up which facilitates checking on patient status post-discharge and helps ensure that patients follow discharge instructions such as taking their medication on time. Improved follow-up helps reduce the risk of readmission, optimizing the use of clinical resources and improving patient satisfaction.

Patient payment recovery which assists patients with paying their bills on-time through pre-emptive reminders and a suite of self service payment options. Proactive automation helps enable increased agent productivity, increase self-pay revenue and reduce bad debt.

Delivering Value

Avaya Patient Appointment Reminder helps you address some of the biggest challenges facing healthcare systems today.

- Reduce service costs by reducing the revenue lost through missed appointments, creating new revenue opportunities and reducing resource waste.

By automating routine reminder and rescheduling processes, Avaya Patient Appointment Reminder helps you intelligently manage your scheduling-related resources and dependencies during pre-appointment contact.

- Increase resource utilization by preventing missed appointments and repurposing idle staff, equipment and facilities through proactive rescheduling.

- Improve patient care and outcomes with fewer missed appointments, increased appointment availability and pre-appointment assistance during reminder contacts.

Learn More

As a key communication solution provider in Healthcare, Avaya helps healthcare organizations collaborate more effectively, operate more productively, and deliver better patient care and outcomes, while helping maintain the levels of security and compliance essential to exceptional care provision. For more information please visit www.avaya.com/healthcare

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

1. FICO Global Survey, 2014, http://www.fico.com/en/newsroom/fico-global-survey-80-of--smartphone-users-interested-in-health-care-alerts-06-18-2014

2. A probabilistic model for predicting the probability of no-show in hospital appointments Adel Alaeddini & Kai Yang & Chandan Reddy & Susan Yu, Received: 29 July 2010 / Accepted: 18 January 2011 / Published online: 1 February 2011

3. No-shows cost health care system billions But clinics, hospitals may be as much to blame as patients, February 24, 2013 12:00 AM, By Bill Toland Pittsburgh Post-Gazette, http://www.post-gazette.com/business/businessnews/2013/02/24/No-shows-cost-health-care-system-billions/stories/201302240381

4. NHS England, Quarterly Hospital Activity Data, https://www.england.nhs.uk/statistics/statistical-work-areas/hospital-activity/quarterly-hospital-activity/qar-data/

5. National Audit Office, NHS waiting times for elective care in England, https://www.nao.org.uk/report/nhs-waiting-times-elective-care-england-2/

6. Calculation based on a 500 reminder calls / day. Sources: Analyst reports, Published Studies and Market Analysis

***Integration into other scheduling systems is possible but will be priced separately to the bundle.

AVAYA | Experiences That Matter